

## Visitor Regulations (as at: 5 May 2025)

Dear Visitor

Thank you for choosing to visit the Mauthausen Memorial. Please support us in our mission to protect this site by observing the following Visitor Regulations. By visiting the Mauthausen Memorial, you agree to abide by the Visitor Regulations.

### Preamble

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The Mauthausen concentration camp was a place of suffering and death for thousands of people during the Nazi dictatorship. To preserve the dignity of the site and to ensure the safety of all visitors, we have developed these Visitor Regulations that apply to all visitors across the entire memorial site. By entering the Mauthausen Memorial, you agree to follow these rules.

### General Safety Information

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The Mauthausen Memorial is a historic site and is listed as a protected monument. The terrain and buildings reflect historical conditions and do not meet current safety standards. Particularly dangerous areas of the memorial site are therefore closed to visitors.

Before entering the historic site, please be aware that you should behave and move around the site with due care and attention.

Even with safety measures in place, publicly accessible areas may have uneven surfaces or trip hazards, steep stairs, low or no handrails, unfenced areas, etc., both inside the buildings and in the outdoor areas. You therefore enter the memorial site at your own risk.

We ask that visitors keep to the paved paths and refrain from walking on the grass. Design considerations and the size of the grounds mean that it is not possible to place warning signs at all danger points. Please also note that during the winter months, there is no or only limited snow and ice clearance on the grounds and paths.

Visitors are advised to wear suitable footwear or, if necessary, use walking aids to move around the historic site safely and carefully. If you require assistance, please contact our staff, who will be happy to help you tour the historic site.

Because the Mauthausen Memorial is a protected historical monument, not all paths around the site are paved and not all buildings are wheelchair accessible. Please contact our staff at the information points if you require assistance.

## **Safety Information for Access to the 'Stairs of Death'**

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### **CAUTION, RISK OF FALLING!**

The 'Stairs of Death' are a protected historical monument and are therefore preserved in their original condition. They are characterised by particularly narrow, steep and uneven steps without handrails. Walking up or down the stairs involves a high risk of tripping or falling. Use at your own risk!

Access to the 'Stairs of Death' is subject to weather conditions. They are closed in winter and when the ground is slippery, in strong wind or in poor visibility. If such conditions occur while the 'Stairs of Death' are open, visitors must leave the area immediately.

The 'Stairs of Death' can be used by a maximum of 300 people at any one time. If there are more than 300 people on the stairs, the gates will close automatically, which may result in waiting times.

### **Access to the 'Stairs of Death' is only permitted**

- during opening hours,
- in suitable weather conditions (not in winter, in snow, ice, strong wind, thick fog or heavy rain),
- with suitable footwear with non-slip soles (no flip-flops, high heels or similar),
- from the age of 14 or if accompanied by a person aged 14 or over,
- if the user has no physical or mental limitations or impairments that would prevent them from using the stairs safely.

### **We also request that visitors**

- walk on the right-hand side,
- provide assistance to other visitors when necessary,
- behave in a considerate and careful manner appropriate to the location and conditions.

### **Information on Video Surveillance**

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The following information concerns how your personal data is processed and your data protection rights and entitlements.

Your data will be processed as part of video surveillance of publicly accessible areas in accordance with Art. 6 (1) (f) GDPR. This is done for the purpose of protecting the health and physical integrity of visitors and staff, recording the number of visitors to the 'Stairs of Death' in order to monitor maximum visitor capacity, protecting property from theft and vandalism, and investigating criminally relevant behaviour.

The data is stored for a maximum of 72 hours. Data is only analysed in cases that fall within the scope of the purposes defined above.

Video surveillance is carried out under the responsibility of: Bundesanstalt KZ-Gedenkstätte Mauthausen / Mauthausen Memorial, Erinnerungsstrasse 1, 4310 Mauthausen, [dataprotection@mauthausen-memorial.org](mailto:dataprotection@mauthausen-memorial.org). The Data Privacy policy is available at: [www.mauthausen-memorial.org](http://www.mauthausen-memorial.org), or in the Visitor Centre.

## General Rules of Conduct

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- Please behave and dress in a manner befitting the dignity of a concentration camp memorial site.
- Visitors who express hateful or racist views through their behaviour, clothing or political symbols will be asked to leave the site.
- Visits are recommended for people aged 14 and over. Adults accompanying children and young people are responsible for their supervision. Parents are liable for their children.
- The memorial site is a cemetery. Candles may only be lit at monuments and gravestones; fire is not permitted anywhere else at the memorial site.
- For guides: mutual respect is essential. Please choose a location for your group that does not obstruct or disturb other groups. Guides are not permitted to speak to their groups anywhere in the crematorium area.
- Please keep noise to a minimum! The use of megaphones and voice amplifiers is not permitted.
- Please eat only in the designated areas in the Visitor Center, in the Bistro, in the break room of the former SS administration building, or in the recreation areas in the former infirmary building.
- There are ashtrays outside the Visitor Center and the former SS administration building. Smoking is only permitted in these areas.
- Lockers are located in the Bookshop and in the foyer of the former infirmary building. For security reasons, these will be opened at the end of visiting hours. Lost property will be kept in the Bookshop for seven days. Items that are not collected will be handed over to the municipal lost property office in Mauthausen.
- Baby changing tables are located in the ladies' toilet in the Visitor Center and in the accessible toilet in the former infirmary building.
- Please use the bicycle racks for all bicycles. Cycling on paths and roads is only permitted at walking speed. Austrian road traffic regulations (StVO) apply. Camping is prohibited.
- Please take care not to soil or damage anything.
- The use of sports or play equipment is not permitted.

## Dogs

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The whole of the Mauthausen Memorial site is considered a cemetery. Dogs are therefore not permitted. Exceptions are guide dogs and assistance dogs with the relevant identification.

Dog owners who break this rule will be reported for trespassing without exception, even if they enter the grounds outside opening hours.

## The following are only permitted with the permission of the management

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- Any form of commercial filming.
- The distribution of printed materials of any kind.
- Surveys or questionnaires of visitors or staff.
- Carrying or mounting posters or banners.
- Events, independent commemoration ceremonies, demonstrations, or musical or artistic performances.

Our staff have been instructed to enforce these general rules of conduct for visitors to the memorial site.

They are authorised to issue instructions on how to behave. Anyone who does not follow these instructions may be asked to leave the premises.

Failure to comply with the rules of conduct or instructions issued by staff may result in a ban from visiting the Mauthausen Memorial. In such cases, any fees paid will not be refunded.

Thank you for your attention and cooperation.

The Management of the Mauthausen Memorial